

# Understanding Japanese Management Practices

Parissa Haghirian



# Contents

<i>List of Tables</i> .....	viii
<i>Preface</i> .....	ix
<b>PART I</b>	<b>CHARACTERISTICS OF THE JAPANESE CORPORATION..... 1</b>
Chapter 1	Kaizen and Total Quality Management ..... 3
Chapter 2	Human Resource Management ..... 13
Chapter 3	Production Management ..... 31
Chapter 4	Knowledge Management ..... 39
<b>PART II</b>	<b>DOING BUSINESS WITH THE JAPANESE ..... 53</b>
Chapter 5	Entering the Japanese Market ..... 55
Chapter 6	Succeeding as a Foreign Manager in a Japanese Firm .. 75
Chapter 7	Intercultural Challenges When Working in Japan ... 91
Chapter 8	Selling Your Product to Japanese Customers ..... 107
Chapter 9	Negotiations With Japanese Business Partners ..... 125
<b>PART III</b>	<b>WHAT CAN WESTERN MANAGERS LEARN FROM JAPAN?..... 137</b>
Chapter 10	Learning From Japanese Management ..... 139
<i>Glossary</i> .....	145
<i>Notes</i> .....	147
<i>References</i> .....	151
<i>Index</i> .....	155